Charges for Information Retrieval

Practice 4.4.1

Issue Date: 10/14/2010
Effective Date: 10/14/2010

1. Purpose
   To recover costs associated with providing public records, investigative and other information requests requiring retrieval assistance.

2. Revision History

Revision Date	Revision Number	Change Made	Reviser
10/14/2010	01	Established	T. Stahl

3. Persons, Groups, Systems Affected

   All state agencies requesting the investigation or the recipient of a public information request

4. Policy
   The Office of Technology will provide information as directed by agencies for public information request s or for personnel investigations. Requests must be properly authorized and coordinated by the agency. Agencies should notify the requestors that the provision of information from tape backup is not to be confused with proper retention procedures.

   IOT provides bulk information. Agencies are responsible for manipulating (searching on terms, sorting, etc.) the data.

   Agencies are responsible for ensuring that any information turned over to requesting parties does not result in a security breach.

5. Cost
   The following should be considered in regard to cost:
   - Requests taking more than 5 labor hours will be chargeable at an established labor rate. The minimum charge assessed will be 5 times the labor rate.

- Estimates will be provided but agencies should be aware of the difficulty in estimating the actual labor charges that may be associated with the provision of information.
- If the same information is requested multiple times, and IOT does not have to duplicate the retrieval process, the first agency making the request will be the only one charged.

6. Procedures

   Agencies are to submit public information or investigation requests to the following mailbox: iotsecurity@iot.in.gov

   Personnel have been designated in each agency to authorize this activity. Without approval from an authorized individual IOT will not proceed.

7. References
   7.10.1 - Employee Computer Use Monitoring, Restore, Review